A framework for the improvement of knowledge-intense business processes

By

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CERTIFICATE OF AUTHORSHIP / ORIGINALITY

I certify that the work in this thesis has not previously been submitted for a degree nor has it been submitted as part of requirements for a degree except as fully acknowledged within the text.

I also certify that the thesis has been written by me. Any help I have received in my research work and the preparation of the thesis itself has been acknowledged. In addition, I certify that all information sources and literature used are indicated in the thesis.

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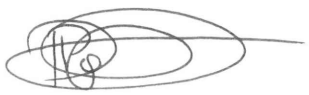

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All I know is that I know nothing.

Wisdom is to know how little we know.

Socrates (470B.C. – 399B.C.)

There are no authoritative sources of knowledge, and no 'source' is particularly reliable.
Everything is welcome as a source of inspiration, including 'intuition'; especially if it suggests new problems to us.
But nothing is secure, and we are all fallible.

Karl Popper (1902 – 1994)

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Abstract

This thesis reports on the results of research into the development of a framework for the improvement of knowledge-intense business processes (KBPI). This framework is composed of three parts: an epistemology, which provides a working definition of the concept of knowledge and a theoretical foundation of the improvement framework; a business process ontology, used to describe a business process; and an improvement methodology, used to guide the improvement process. The framework was tested on three different business processes through the conduct of three case studies. The case study results show that the KBPI can be applied to the process analysis and improvement of a variety of business processes but is especially useful to those processes that are knowledge-intense.